



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Illinois Bell Telephone Company**  
**for quarter ending December 31, 2004**

<b>Out of Service More Than 24 Hours</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$2,785.54	\$5,151.63	\$4,062.45	\$11,999.62
B. Number of credits issued for repairs - 24 - 48 hours	1,232	1,938	1,409	4,579
C. Number of credits issued for repairs - 48 - 72 hours	104	226	161	491
D. Number of credits issued for repairs - 72 - 96 hours	20	56	42	118
E. Number of credits issued for repairs - 96 - 120 hours	7	20	22	49
F. Number of credits issued for repairs > 120 hours	9	5	13	27
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1,563	2,502	1,847	5,912
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$15,249.65	\$23,838.85	\$59,351.83	\$98,440.00
B. Number of installations after 5 business days	355	532	463	1,350
C. Number of installations after 10 business days	14	19	14	47
D. Number of installations after 11 business days	23	46	62	131
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	3,961	2,683	3,044	9,688
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$50,150.00	\$55,350.00	\$55,100.00	\$160,600.00
B. Number of customers receiving credits	976	1,079	1,082	3,137
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**